



Tip Sheet

How to Have the Diversity, Equity, & Inclusion Conversation Training

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Having Productive Conversations

- To properly approaching difficult topics around inclusion, equity and diversity we need to be mindful of:
 - How you communicate and manage your emotions.
 - Be clear about your understanding of and ability to discuss inclusion, equity and diversity.
 - Recognize and manage our own Unconscious Bias and then other's biases.

Unconscious Bias Video: <https://youtu.be/rbe5D3Yh43o>

6 Steps to Operationalize – What You Can Do

1. Enhance/Sharpen Communication Skills

2. Strengthen Cultural Communications

- Increasing your Cultural Competence so that you can communicate effectively and respectfully with people across cultures and from different walks of life.
- Be Culturally Sensitive by seeking to understand cultural differences and similarities between people exist without assigning them a value – positive or negative, better or worse, right or wrong.
- Be willing to learn and be willing to share what you've learned about inclusion, equity and diversity.
- Don't use slang; trying to relate to others by using slang can be offensive because you have most likely engaged "assumptions and generalizations" (unconscious bias).
- When in doubt, ask respectfully "what's your communication preference".

3. Manage Your Behavior

- Be mindful of the social and cultural impact of your behavior. Remember - everyone has biases!

4. Manage Unconscious Biases

- Acknowledge your biases (great and small).
- Understand yourself and how you make decisions about people.
- Set-up a check-and-balance for yourself; second guess yourself or check-in with a colleague you trust to be candid with you.
- Be understanding of other's unconscious biases and be willing to listen.

5. Avoid pigeonholing people

- Nothing kills a relationship like making assumptions about others; stereotyping people and cultures
- This must be a top-down approach with the business leaders in the driver's seat

6. Give it Time

- Inclusion, equity and diversity take time. It cannot be included in the DNA of the workforce overnight.
- Understand that someone may not be able to "hear" what you're identifying as bias and this may be based in their filters. Don't judge, keep trying.
- One of the most difficult things is change and tougher than that is to sustain the change.